Microsoft Dynamics Developer

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Company: Livestock Information

Location: United Kingdom

Category: computer-and-mathematical

Microsoft Dynamics Developer

Are you a Microsoft Dynamics Developer looking for a new challenge?

Do you have a strong background in Dynamics 365 development and a knack for ITSM case management?

Would you be interested in helping with the running of crucial platforms that help the government keep Livestock safe and healthy?

If so, we'd love to hear from you!

At Livestock Information Ltd, our mission is to be an outstanding service provider of livestock data, empowering government, industry, and farmers to effectively manage disease and infection control, whilst enhancing productivity and innovation in agriculture. To achieve this, we need great people, who share in our values.

We are now looking for a Microsoft Dynamics Developer to join us fully remote, on a 12-month fixed term contract. As the Microsoft Dynamics Lead at Livestock Information Ltd., you will be responsible for IT Service Management (ITSM) case management and maintaining/enhancing our service management capabilities, which are running on the Microsoft Dynamics platform.

Ideally, you will exhibit a strong background in Microsoft Dynamics 365, with a focus on

developing, implementing, and maintaining solutions that streamline our ITSM processes and improve service delivery within Livestock Information Ltd.

Responsibilities

Delivery services to the organisations Service Level Agreements, policies, standards, processes and procedures.

Design, develop, and implement Dynamics 365 solutions focusing on ITSM case management, including incident management, request, problem management, and change management.

Work closely with the IT service management team to understand business requirements and translate them into technical solutions.

Customise and configure Dynamics 365 entities, workflows, business rules, dashboards, and forms to meet specific ITSM requirements.

Experience on Integrating Dynamics 365 with other ITSM tools and systems to ensure seamless data flow and improve operational efficiency.

Develop and maintain documentation for system configurations, processes, and standard operating procedures related to ITSM case management.

Continuously monitor and evaluate ITSM processes and Dynamics 365 solutions, recommending and implementing improvements to enhance service delivery.

Stay up to date with the latest Dynamics 365 features, updates, and best practices, applying this knowledge to improve ITSM case management.

Documenting service operations artefacts such as requirements catalogues, solution designs, policies, standards, processes or procedures / work instructions / runbooks critical to operate and manage live services.

Recommend and implement continuous service improvements to optimise and improve the service delivery.

Requirements

Bachelor's degree in computer science, Information Technology, or a related field.

In depth experience in Dynamics 365 development, with a strong focus on ITSM case management areas.

Proven expertise in customizing and configuring Dynamics 365, including entities, workflows, business rules, and forms.

Microsoft Power Platform experience, working with Power Apps, Power Automate (Flow), and Power BI

API and Web Services experience for integrating Dynamics 365 with other ITSM tools and systems.

Strong understanding of ITSM processes and best practices.

Strong communication and interpersonal skills, with the ability to work effectively in a team environment and interact with stakeholders at all levels.

Excellent communication and interpersonal skills.

Benefits

The salary for this role is £60,000-£70,000 and is a 12-month fixed term contract.

As an LI employee, you will be entitled to our company benefits which include:

Remote-first working set up

33 days annual leave, inclusive of Bank Holidays

4 x annual salary Life Assurance

Market leading pension through Legal & General

Enhanced Parental leave

Excellent learning, training and, career development opportunities and funding

24/7 access to our Employee Assistance Programme

An inclusive culture where everyone is respected and valued

Application and Interview Process

To apply for this role you will need to submit a CV and answer some pre-screening questions.

The interview and assessment process for this role will involve a telephone interview with our Talent Team, followed by a first stage and a final stage interview. All interviews will be conducted fully remotely via MS Teams.

If we need to make a reasonable adjustment so that you can complete your application, please contact us as soon as possible by emailing before the closing date to discuss your needs.

Diversity statement

At Livestock Information, we value diversity and believe that every individual brings different strengths. We understand that not everyone may possess every single skill outlined in this job description, but if you believe you have a solid skill set that enables you to excel in this position then we really encourage you to apply.

Disclaimer

Livestock Information Ltd. cannot sponsor work visas at this time.

Livestock Information Ltd. Does not discriminate based on race, sex, colour, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity or any other reason prohibited by law in provision of employment opportunities and benefits.

Livestock Information Ltd. Does not accept unsolicited CVs from any source other than directly from a candidate. Any unsolicited CV's not originating directly from a candidate and sent to Livestock Information Ltd or any Livestock Information Ltd employees, including unsolicited CVs sent to a Livestock Information Ltd mailing address or email address, are rejected. Livestock Information Ltd will NOT pay a fee for any placement resulting from the receipt of an unsolicited CV. Livestock Information Ltd considers any candidate for whom the

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